

ATTORNEY DOCKET NO. ALORCIA-2001  
Serial No.: 09/826,121

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant :	Andy Lee	Group Art Unit 2162
Appl. No. :	09/826,121	
Filed :	April 4, 2001	
For :	...CUSTOMER SERVICE AND SUPPORT MANAGEMENT	
Examiner :	Jean Corrielus	

PRELIMINARY AMENDMENT

Commissioner For Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Prior to initial examination of this RCE, kindly amend the  
above referenced application as follows:

**Amendments to the claims** begin on page 2 of this paper.

Applicant **Remarks** begin on page 18 of this paper.